



PIH.RHIIP.TA Message # 2011-37 Distributed on June 14, 2011

## **Attention Office of Public and Indian Housing (PIH) Enterprise Income Verification (EIV) System Users!**

To ensure prompt reinstatement of EIV access for PHA staff is in accordance with the ***EIV User Access Authorization Form & Rules of Behavior & User Agreement*** (form HUD-52676) on file at the local HUD field office, all PIH EIV users must follow the below protocol.

PIH EIV users that are experiencing the following issues must immediately contact HUD: 1) missing EIV link under the systems listing on the Main Menu of the HUD Secure Systems page; or 2) user receives the following login error message when clicking on the EIV system link: **EIV Login Error. Login failed, there are no certified/active EIV Role. Please contact Helpdesk for assistance.** Please note that the help desk is your EIV Coordinator in the local HUD office or the PIH EIV National System Administrator.

### **EIV Access Protocol**

All PHA EIV access issues are handled by the EIV Coordinator(s) within the local HUD office. If the local HUD office is unable to resolve the issue, the local HUD office will **immediately** notify the PIH EIV National System Administrator by emailing the following information to [EIV\\_HELP@HUD.GOV](mailto:EIV_HELP@HUD.GOV), with a carbon copy to the applicable PHA staff (or direct the PHA to email the PIH EIV National System Administrator at [EIV\\_HELP@HUD.GOV](mailto:EIV_HELP@HUD.GOV), with a carbon copy to the applicable HUD field office staff):

1. PHA Code
2. User ID
3. Executed form HUD-52676 (if applicable)
4. Detailed Description of EIV issue
5. Screenshot of EIV issue (press the **Print Screen** button on your keyboard and copy the screenshot into the body of the email message by simultaneously pressing the **CTRL** and **V** keys on your keyboard).
6. For data issues pertaining to a specific tenant, provide the following information:
  1. PHA Code
  2. HOH first and last name
  3. HOH date of birth
  4. Detailed description of issue

**\*\* PHAs and HUD staff are reminded to redact any screenshots that contain full SSNs and avoid disclosing full SSNs in the body of an email message or an unencrypted file attachment\*\***

**Reminder:** Do not contact the REAC TAC regarding PIH EIV issues. The REAC TAC is unable to resolve any PIH EIV issues.

General EIV inquiries, EIV training and policy inquiries should continue to be directed to [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).